

ASHFIELD DISTRICT COUNCIL



Council Offices,
Urban Road,
Kirkby in Ashfield
Nottingham
NG17 8DA

Agenda

Overview and Scrutiny Committee

Date: **Thursday, 17th February, 2022**

Time: **7.00 pm**

Venue: **Committee Room, Council Offices, Urban Road,
Kirkby-in-Ashfield**

For any further information please contact:

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Overview and Scrutiny Committee

Membership

Chairman: Councillor Andrew Harding

Vice-Chairman: Councillor Dale Grounds

Councillors:

Chris Baron
Will Bostock
Lee Waters

Jim Blagden
David Walters

FILMING/AUDIO RECORDING NOTICE

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SUMMONS

You are hereby requested to attend a meeting of the Overview and Scrutiny Committee to be held at the time/place and on the date mentioned above for the purpose of transacting the business set out below.



Theresa Hodgkinson
Chief Executive

AGENDA

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- 1. To receive apologies for absence, if any.**
- 2. Declarations of Disclosable Pecuniary or Personal Interests and/or Non-Registrable Interests.**
- 3. To receive and approve as a correct record the minutes of the meeting of the Committee held on 16 December 2021.** 5 - 8
- 4. Annual Budget Update.**

The Corporate Finance Manager (and Section 151 Officer) will provide a presentation to the Committee.
- 5. Corporate Plan 2021/22 - Progress Update.** 9 - 46
- 6. Scrutiny Workplan Update.**

The Scrutiny Research Officer will provide an update on progress regarding the Scrutiny Workplan 2021/2022.

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OVERVIEW AND SCRUTINY COMMITTEE

Meeting held in the Council Chamber, Council Offices, Urban Road, Kirkby-in-Ashfield,

on Thursday, 16th December, 2021 at 7.00 pm

Present: Councillor Andrew Harding in the Chair;

Councillors Jim Blagden, Will Bostock,
Dale Grounds, David Walters and Lee Waters.

Apology for Absence: Councillor Chris Baron.

Officer Present: Mike Joy.

OS.4 Declarations of Disclosable Pecuniary or Personal Interests and/or Non-Registrable Interests

No declarations of interest were made.

OS.5 Minutes

RESOLVED

that the minutes of the meeting of the Committee held on 16 December 2021, be received and approved as a correct record.

OS.6 Work Programme Topics

The Service Manager, Scrutiny and Democratic Services presented the Committee with an update on the Scrutiny Workplan 2021/2022. The Workplan included suggestions for three additional topics, as submitted to the Scrutiny Research Officer in preparation for the meeting.

Members of the Committee were also provided with a status programme detailing the progress of ongoing topics on the Scrutiny Workplan. The Service Manager, Scrutiny and Democratic Services, updated Members of the Committee on the following topics;

Tenancy Support

Scrutiny Panel A had made progress with the review of tenancy support via their last meeting on the 14 October and an Informal Working Group meeting had been held on 14 September 2021, whereby Members had been presented with detailed information on the Selective Licensing Scheme via a presentation given by the Service Manager for Strategic Housing & Lettings, Phil Warrington and the Environmental Health Team Leader, Stacy White.

Members of the Panel agreed that it was important for them to consider the Selective Licensing Evaluation Report and subsequent Cabinet Report prior to making their final recommendations to Cabinet.

The Cabinet Report detailing consultation proposals was due to be presented in December. This report set out the consultation process for renewing the Selective Licensing Scheme for a further 5 year period. Scrutiny Panel A Members agreed that it would be prudent to feed into that consultation and also consider the wider consultation feedback prior to concluding their findings and presenting them to Cabinet in March 2022.

Climate Change

Progress on the review of Climate Change has been made through both Working Group meetings and formal meetings of the Panel. At the last meeting of the Panel on the 28 October, Members of the Panel considered both the Councils strategic plans in relation to the assets and services that are managed and the wider climate change issues for Ashfield as a District.

Members were informed that the Panel are currently considering a number of draft recommendations for submission to Cabinet in March 2022.

Play Park Inclusivity

The Service Manager, Scrutiny and Democratic Services updated the Committee on the progress that had been made organisationally on ensuring that existing playparks were reviewed in relation to inclusivity and all future playparks considered inclusivity requirements as part of the initial design stages.

Councillor Dale Grounds provided the Members with an update on this review and the work that had been undertaken with Council officers to ensure the District's recreational areas were equipped to allow access for all children.

Members agreed that the work of the Panel and Councillor Dale Grounds had ensured that this was spotlighted and positive actions had already taken place to address the issue. It was agreed that there was no need to continue with the review however a progress report should come back to the Panel in 2022.

Covid-19 Recovery Scrutiny Panel

The Covid-19 Recovery Scrutiny Panel continued to monitor the recovery actions put into place both by the Council, its partners and businesses within the community. The Service Manager, Scrutiny and Democratic Services updated Members on the progress of the recommendations that had already been submitted to Cabinet and outlined the remaining issues on the Covid-19 Recovery Panel Workplan.

These included:

- A presentation from Everyone Active
- Recovery Questionnaire for local businesses
- Recovery status of voluntary organisations

Submitted Proposals for Additional Topics

The Service Manager, Scrutiny and Democratic Services provided Members of the Committee with an overview of three potential new topics for the Panel to discuss regarding inclusion onto the Workplan. Background information to the potential reviews was provided and Members were asked to consider the potential benefits of Scrutiny consideration.

The topics for consideration were;

- Gambling
- Social Housing White Paper
- Waste and Recycling.

Members of the Committee took the opportunity to debate the reasons for inclusion and any potential outcomes for the suggested topics. These included;

- The role Scrutiny could play in gambling
- The Centre for Public Scrutiny's work with the Gambling Commission
- Potential joint work with the Licensing Committee
- Gaining an understanding of the underlying causes of problem gambling and the challenges associated with problem gambling
- Identifying the ways in which the Council and partners could work together to support people who have gambling addictions
- The key implications for Ashfield District Council arising from the Ministry of Housing, Communities and Local Government Social Housing White Paper.
- Robust risk analysis from performance and legislation changes that impacts operations and compliance
- Imbedding better partnership working with cross-cutting departments through process reviews and sharing best practice
- The Cabinet report on Corporate Risk highlighting the risk areas of the Councils Waste Strategy
- Mitigating actions the Council could take in respect of those risks identified
- The Environment Bill.

Members agreed that the three suggested workplan items would benefit from Scrutiny involvement.

RESOLVED that

- a) progress against the reviews currently underway by the Overview and Scrutiny Committee and Scrutiny Panel A and B be noted;
- b) the following topics be added to the Scrutiny Workplan;
 - Gambling
 - Social Housing White Paper
 - Waste and Recycling;

- c) terms of reference be developed for the three additional workplan items outlining methodology, objectives, expert witnesses and any potential outcomes.

The meeting closed at 8.10 pm

Chairman.

Report To:	OVERVIEW AND SCRUTINY
Date:	17 FEBRUARY 2022
Heading:	CORPORATE PLAN 2021/22 - PROGRESS UPDATE
Portfolio Holder:	COUNCILLOR JASON ZADROZNY, LEADER OF THE COUNCIL
Ward/s:	ALL
Key Decision:	YES
Subject to Call-In:	YES

Purpose of Report

This report presents to Overview and Scrutiny Committee the progress updates in regard to delivery of the Corporate Plan and our Corporate Priorities and the Quarter 2, April to September 2021 out-turn performance position against the associated Corporate Performance Scorecard.

Recommendation(s)

- 1. For Overview and Scrutiny Committee to consider and proactively review the levels of delivery achieved against the Corporate Plan Priorities to date.**
- 2. For Overview and Scrutiny Committee to consider and proactively review the levels of performance achieved against the Corporate Scorecard as at Quarter 2, 2021/22.**
- 3. For Overview and Scrutiny Committee to note the significant levels of continued service provision to date, despite the impacts of the pandemic.**

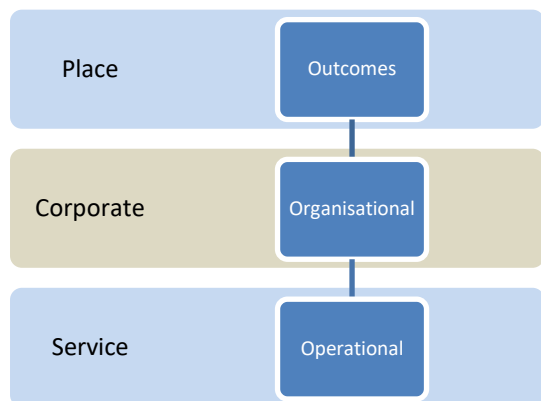
Reasons for Recommendation(s)

The Council's ambitions for the period 2019 – 2023 are clearly identified in a set of revised and updated Corporate Priorities which are presented in our Corporate Plan. These were developed by Cabinet in 2019 and have since been reviewed and updated, with particular consideration of the impact of the pandemic and our intended recovery activity.

Our priorities for the future and the key projects and initiatives we intend to deliver, are then translated and cascaded, through our Performance and Strategic Planning Framework, into specific Service Plans to facilitate focussed delivery.

The Corporate Plan sits above a wider strategic context which includes the Corporate Project Management Framework, Corporate Performance Indicators and a range of strategic documents relating to the Council and its services.

Our performance framework incorporates balanced performance scorecards on three separate levels as indicated below.



Our Corporate Scorecard measures organisational performance, and as such typical perspectives of a balanced scorecard have been adopted including Community and Customer, Funding the Future, Organisational Effectiveness and Our People. The Corporate Scorecard is aligned to our Corporate Priorities and key initiatives identified in the refreshed Corporate Plan 2019-2023.

We are a Values based organisation whose purpose is to create a future where everyone has the chance of a better quality of life, as such we have also successfully developed our approach to measuring and understanding social value, and this has been incorporated into our Performance Management, Project Management and Procurement frameworks. A Social Value Policy was approved by Cabinet in 2020.

Alternative Options Considered

None

Detailed Information

The Council's Corporate Plan 2019 – 2023 was approved by Cabinet and endorsed by Full Council in September 2019. The Corporate Plan sets out our revised priorities for the future and the key projects and initiatives we intend to deliver.

The Corporate Plan sits above a wider strategic context which includes the Corporate Project Management Framework, Corporate Performance Framework and a range of strategic documents relating to the organisation and its services.

In March 2016, Cabinet agreed the use of a balanced scorecard methodology to enhance the organisation's performance framework and ability to understand how successfully the Corporate Priorities are being delivered, the approach providing a more rounded view on performance with a greater emphasis on customer satisfaction and quality.

The Corporate Plan has been reviewed in light of the second year's progress and performance outturn, and also significant factors impacting upon the Council such as the COVID pandemic. The plan was refreshed in June 2021 to ensure alignment to the Council's future ambitions and Corporate Priorities for the four year period of the plan (2019-2023).

Corporate Plan progress is monitored through both the effectiveness of successful delivery of key projects and initiatives and performance achieved against the Corporate Scorecard.

This report details progress against delivery of the Corporate Plan, for the period April to September 2021, as measured through our Corporate Scorecard and Corporate Performance Framework. The report also details any relevant quarter 3 updates (October to December) which relate to the continued delivery of services through the pandemic and our support to residents and businesses in Ashfield.

It should be noted that Ashfield continues to be the only local authority in Nottinghamshire that has delivered all tier 1 and 2 critical services without interruption throughout the whole pandemic to date. The whole organisation continues to work effectively together as one Council, re-deploying staff into important roles outside of their normal duties to ensure continuance of service.

It should also be noted that, despite the pandemic, the organisation has also delivered additional services, above and beyond standard service levels, continuing to support residents and businesses in Ashfield.

Despite the impacts of the pandemic, overall, the corporate scorecard position for April to September 2021 indicates the following positive position:-

- 75% of measures achieving or exceeding target, or within 10% variance of target.
- 81% of measures indicating an improved position compared to the same period in the previous year, or within 5% of previous year's performance levels.

We are pleased with Corporate Plan key successes delivered within the 2021/22 year and to date:-

Health and Happiness

- Four cinema events were delivered over the summer on the main parks which were well attended with afternoon and evening shows. Remembrance events supported in the three town, Christmas festivals delivered successfully in Kirkby and Hucknall, with c.3,000 attendance in Hucknall. Sutton switch-on was a small event due to the weather.
- Two Food and Drink festivals took place in Hucknall in September and November with over 3,000 in attendance at each.
- Ashfield Arts Festival supported - online event this year, with expansion planned for next year. Working in partnership with First Art and educational partnership Captivate.
- Better Care Fund (BCF) expenditure on Disabled Facilities Grants (DFG's) remains on track for the year. Good flow of referrals and DFG Team catching up on backlog post lockdown.
- Aids and Adaptations Policy review complete to improve opportunities to retain independence
- Delivery of Kirkby Leisure Centre is on track and budget - roofing works to the main sports hall are complete, concrete pool surround is now 75% cast

- Leisure Transformation Programme - Significant investment in Hucknall Leisure Centre, in addition to the gym and front of house developments, 3 new exercise studios, health and wellbeing room, and meeting room are now complete. As part of the Hucknall Swimming Pool Extension, Everyone Active are currently completing the Wet Change upgrade works. These will be complete in the new year. Also, significant investment in Lammas Leisure Centre, the gym, spinning room, café and lighting installation above the learner pool are now complete. The bowls hall has reopened. The Active TAG arena has opened and upgrade the ice rink and plant which will conclude in January 2022.
- A new Active Communities Plan has been developed in line with the Be Healthy, Be Happy Strategy objectives. The Health Hubs at Lammas and Hucknall Leisure Centre are open, with a variety of sessions running for people living with Dementia, Parkinson's and Autism for example. Nottinghamshire Independent Domestic Abuse Service (NIDAS) and the Social Prescribers are also using these spaces to support their user groups. Everyone Active are supporting the Holiday Activities and Food programme and Feel-Good Families. 14 Care Leavers are accessing free memberships (gym, swim and classes). We are now able to assess the rolling value of the leisure facilities in terms of meeting social value objectives such as GP reduced visits, hospital admissions, cancer, diabetes, education attainment and crime prevention. The latest quarterly analysis, July to September 2021, indicates a rolling value of £3,167,280 in social value.
- There were 267,898 attendances in our 3 leisure centres in Q2, a cumulative total of 447,597 from April to September, which shows significant improvement when compared to our 2018-19 attendances (306,420). Memberships are now exceeding those for 2018-19, which was the last full year not impacted by the Pandemic. Swimming lessons as a percentage of recovery against pre-pandemic levels are at an average of 121% across the two sites. Some activities remain restricted because of Covid safety measures (health hubs only recently reopened and exercise referral was re-introduced), and on-going capital works have meant that some activities haven't been available (e.g. sports hall activity at Hucknall, Ice at Lammas).
- Welfare and money management advice/support for residents – the Council is assisting Nottinghamshire County Council with referrals to the Household Support Fund, ensuring that vulnerable residents access support to food, utility vouchers and other essential household items. As at 10th January, 2022, £42526 has been allocated in food grant support and £30430 in energy grant support, which is the highest performing allocations made in the county area.

There has been significant investment in Hucknall and Lammas Leisure Centres, with further improvements to be completed in the New Year

Homes and Housing

- After a difficult start to the year, void relets are continuing to show improved performance, following the impact of the pandemic, reducing from 32.4 days (April to September 2020) to 28 days (April to September 2021). High level of repairs on void properties alongside a lack of trades operatives has been problematic. Covid concerns and difficult to let sheltered bedsits have hindered the lettings team.
- Progress has continued to be made this year on developing agile ways of working (Housing Management and Tenancy Services Section). The number of visits undertaken by officers is increasing. Work is underway on introducing case management on Total Mobile for the Tenancy/Estates team to enable them to record incoming work and manage cases more effectively. This will enable the team to respond to customers much more effectively. Laptops and tablets are being fully utilised for real time updates whilst working out on site.

- Review of land and assets complete and pipeline affordable housing development programme in place. There is an ongoing review of garage sites in readiness for disposal.
 - Review of the Councils Disabled Facilities Grant and Aids and Adaptations policy is now complete
 - Agreed Homelessness Strategy Action plan for next 2 years. Work and interventions ongoing
 - The pre-tenancy process now provided by the Money Management Advice Team has been reviewed to strengthen affordability checks and encourage a 'rent first' culture.
- Homes made available under the Next Steps Accommodation Programme (NSAP) are now occupied and we are working with Framework to deliver the next batch of homes for former rough sleepers. In addition, extra units of supported housing have been made available this year through the YMCA via Rough Sleeper Initiative (RSI) funding
- New property standards have been implemented in order to meet new electrical regulations.
- Following the introduction of the Social Housing White Paper, multiple sections of the Council are working to ensure that the necessary compliance is in place to meet the new standards and regulations coming to force for the Council's social housing stock.

Affordable housing development programme now in place in respect of properties to rent. 8 sites now in progress - total of 46 properties. Cabinet approval has also been given to develop a further circa 70 units over 3 further sites

Economic Growth and Place

- A brief has been issued to consultants to develop and prepare a bid for Hucknall to the Levelling Up Fund which is due to open for applications in Spring 2022. A Members engagement event is planned for mid-January
- Draft Hucknall Town Centre Masterplan is being revisited which includes a workshop with Hucknall Members. It is intended that the masterplan will be brought to Cabinet in March.
- The latest Winter business support directory has been developed; this contains further improvements including a business news section
- A business ambassador and business leaders networking event has been developed with Discover Ashfield and the first event was held on 30th November, 2021 very successfully
- The skills strategy has been produced in draft and various presentations have been made to DWP, CLT and Discover Ashfield. In January it will be presented to Leadership with a report to Cabinet in February 2022. A memorandum of understanding is being developed and targets are to be agreed with partners that can monitor the effectiveness of the strategy in the future.
- Work is still going well in respect of the economic recovery plan. We have achieved a great deal of intelligence gathering. Monitoring the evolving effects of covid and economic change is taking place, we are engaging with partners at regular catch-up meetings, and we are accelerating key projects.

Delivery of the Towns Fund and Future High Streets programmes is progressing with the Enterprising Ashfield scheme approved by government for delivery and starting in the New Year. The programme, delivered by Nottingham Trent University provides specialist advice, support and grants to businesses and entrepreneurs. Business cases for the Portland Square and Visitor Digital projects are undergoing the local assurance process and will be submitted to government in mid-January.

- The Maid Marian Line Restoring Your Railways Bid was submitted on time. A visit by some of the panel members was facilitated. Currently awaiting the outcome of the bid which is expected in the New Year.
- We are continuing to promote and increase knowledge of Discover Ashfield. All events and initiatives through the Welcome Back Fund have been promoted in conjunction with Discover Ashfield
- HS2 is leading to some uncertainty with partners in the area. The electrification of the existing railway corridors is welcomed, and it is hoped that further emphasis and importance will be given to the Maid Marian Line. It is unclear as to what funding will be provided.
- Work continues to progress with some significant interest in proposals around Junction 27 and Sutton Parkway. M1 corridor, Maid Marian Line and other key transport nodes a clear part of the emerging vision for Ashfield.
- Good progress has been made this year on dilapidated buildings. The roof is nearly on Annesley Hall. Stoneyford Road has planning approval and the historic wall is to be rebuilt as well as 47 new well-designed properties. Court cases on land adjacent to Albert Street are listed for February. Some site developments are nearing completion such as Black Orchid. Notices have been served on Romans in Hucknall to get the site cleared. Positive progress is now being facilitated by the Council in regard to the former Coop Bagthorpe, following improvements to the visual appearance of the building there has now been planning permission granted to convert into a domestic dwelling. The Environmental Health Team have also worked with the County estates department to bring the former fishing tackle shop Hucknall to the market where it was eventually sold and works completed to improve the appearance prior to successful auction on 30th September 2021. Planning permission has also been given for the former Bluebell, Sutton to convert to domestic dwellings.
- Planning performance remained above national standards for major and minor applications in the second quarter. However, Q3 is likely to see slippage for planning applications as the team are 50% down on staff. Recruitment has been partially successful and is ongoing for more senior posts.
- Environmental Health has continued to digest and implement all the latest requirements in relation to Covid. All businesses have been provided with further information in relation to Omicron.
- The team is working at pace to deliver food hygiene inspections and is likely to achieve the Government's target for this year having also achieved last year. The team prefers to deliver at a higher rate, but this has not been possible given resource and circumstance.
- The Environmental Health commercial team has been carrying significant vacancies; however, the team will have 4 new starters in January, 2022, with two remaining vacancies to be filled in the New Year.
- Licensing is also continuing as business as usual. New fees have been introduced and they will be reviewed to assess success at the end of the financial year. The Gambling policy has been reviewed and a new one-year taxi license also introduced. The team remain very busy.
- The Local Plan has been consulted on and achieved some very successful engagement with the community with over 1000 letters covering many aspects. The consultation responses are being assessed but the plan is on hold awaiting clarity from the Government as to their future approach on the standard housing methodology and the approach to green field sites. There will be an exploratory meeting with the Planning Inspectorate in January.

Last month, the Department for Environment, Food and Rural Affairs reported that there has been a 16% increase nationwide in reported fly tipping during the pandemic. Ashfield District Council is breaking that trend, with a 20% reduction in fly tipping reports received this year compared with 2020.

- The six Green Flag Awards for the main parks were retained this year and small flag-raising ceremonies held at each of the sites.
- Implementation of the Green Spaces Programme has progressed well with works completed on the play provision and brook restoration at Titchfield Park, Hucknall.
- Works to provide a new play area were completed at Hornbeam Park in Kirkby and at Nuncargate Recreation Ground improvements

were undertaken to the play area, paths and entrances. A masterplan was developed for Selston Country Park following public consultation.

- Recycling rates for the period April to September 2021, are well above target with a 9% increase compared to the same period last year (43.9% compared to 40.32%)
- Works at Kings Mill Reservoir were also completed which included new car parking and footpath improvements. Phase 1 works to Huthwaite Welfare Park which include a new play area were completed in late 2021.
- The Planning Department continues to increase scrutiny of the green credentials of all new planning applications and paid enquiries. Difficult to progress too far in the absence of clear legislation.
- The Council's draft Climate Change Strategy continues to move through its consultation stages having been reviewed by CLT, Service Managers and Overview and Scrutiny. The targets remain challenging and reliant on external funding and technological development to achieve its full potential.
- The Council has successfully bid for funding under the Public Sector Decarbonisation Fund, the Green Homes Grant Phase 1B, the Green Homes Grant Phase 2, and is awaiting the outcome of a bid for funding under the Social Housing Decarbonisation Fund. Following the successful bid for Phase 1B, this, and other projects, are now at various stages of delivery. Such works will improve the thermal efficiency of buildings and/or reduce energy demand requirements thus assisting in the reduction of the District's carbon footprint and assisting in the reduction of fuel poverty.

Safer and Stronger

- The Council responded to 4,215 reports of anti-social behaviour, neighbourhood nuisance and environmental crime reports between April 2021 and 1st December 2021.
- In April a Council and Police partnership initiative was implemented to provide high visibility reassurance in neighbourhoods, town centres and public spaces. Under Operation Springboard, targeted patrols take place every weekend which assists in obtaining local intelligence and taking positive action, resulting in the partnership successfully managing and tackling trends and emergency issues.
- A number of environmental crime action days have been undertaken to address fly tipping and waste on land resulting in 88 fines being issued, the highest recorded amount in the Council's history. This has contributed to a 20% reduction in fly tipping in comparison the previous yearly period.
- Safeguarding Champions have been introduced within the Council. Their role is to be departmental and cross council representatives assisting with providing advice and disseminating information across the Council.

- From 1st April 2021 to 14th September 2021, 99 referrals were made to MASH (Multi-Agency Safeguarding Hub) to safeguard vulnerable adults and children and protect them from further harm/abuse.
- In September, the Council and Police launched a dedicated partnership vulnerability programme (VASS) with a primary aim of reducing crime, anti-social behaviour and vulnerability through person centred interventions. A cohort of up to 15 adults are managed at any one time. Individuals on the cohort often have complex support needs and will be diverted away from criminality/exploitation through providing wrap around support.
- In October, following a successful consultation, audit and review a new Public Spaces Protection Order was approved, enabling the continuation of powers to tackle localised problems. The order also included a gating requirement, restricting public access between Bentinck and Welbeck Street, Sutton, the first implemented in the District.
- Throughout October an early intervention Halloween and Bonfire initiative: Operation Safekeep was co-ordinated to create awareness on fire safety and reducing on street ASB. The operation was highly successful with over 50 shops and off-licences visited and over 40 incidents being responded to.
- The Council, alongside partners and the OPPC was successful in securing £550,000 in October as part of the Safer Streets Quarter 3 Funding programme. The bid was the joint highest nationally which is being used to address longstanding community concerns relating to women's and girls' safety, violence, and the perception of crime in public spaces throughout Sutton.
- The Council, Police, Fire Service and health services have been delivering engagement events across the super output areas of the district building and fostering positive relationships to understand community need and assist them to become self-sustaining, through self-help and resident participation. Successful events have taken place in New Cross, a Dog Awareness Event was held on Sutton Lawn and at a partnership LBGTQ event in Kirkby.
- A refreshed CCTV policy and strategy was adopted in November to support the continued identification of criminality and anti-social behaviour.
- Complex Case Panels take place monthly in order to discuss escalating safeguarding scenarios. Through the development of risk management action plans, targeted interventions are undertaken to assist those who are vulnerable or considered at significant risk. The Complex Case Team and Panel have provided intensive support to 83 highly complex residents across five key life areas (Health, Housing, Community, Finances and Employment), 34 referrals have been reviewed at panel and 99 safeguarding and support referrals have been completed.
- Funding was secured in April to deliver domestic abuse awareness sessions across 20 primary schools. The programme includes a focus on healthy relationships and staff training.
- Between 25th November - 10th December, the White Ribbon Campaign and 16 days of activism were delivered, aimed at ending violence against women and girls, creating awareness and empowering survivors of domestic abuse to reach out and get support.

- 10 x Court Convictions, 9 x Court ASB Injunctions, 3 x Criminal Behaviour Orders and 2 x premise Closure Orders
- 26 x Notices Of Seeking Possession served,
- 41 x Tenancy Warnings,
- 58 x Prevention of Damage by Pests Notices served
- 296 x Community Protection Warnings & 48 x Community Protection Notices issued
- 61 x Direction to Move on Notice,
- 101 x PSPO breaches including urination, alcohol confiscations and dog control issues
- 545 Fly Tipping Investigations & 88 Fly Tipping Fines
- 547 x Letters before Action
- 83 Residents Intensively Supported
- 99 Safeguarding Referrals completed

Innovate and Improve

- The continued review and implementation of changes to call handling has seen a further significant 22% reduction in the level of abandoned calls for the period April to September 2021, compared to the previous year, with the call abandoned rate out-turn at 2.9%, compared to April to September 2020 which was 3.71%. However, the overall average call waiting time across the organisation has increased slightly from 37 seconds to 45 seconds, however this performance is still at much lower rates than pre pandemic.
- Over 33,000 payments have been made online from April to September 2021, a significant increase of 9% compared to the same period last year and a third higher over the last 2 years since we implemented our new 'e-store', exceeding channel shift predictions. We are also continuing to see reductions in the use of costly paypoint and post office transactions, with a further 5% reduction compared to April to November of the previous year, however, it should be noted that there have been 20% increases in paypoint and post office transaction costs, therefore, increasing the importance of nudging further channel shift to less costly channels.
- Council tax and business rates collection rates, at September 2021, are improved compared to the same period last year and above target.
- The climate for the collection of rent continues to be challenging for the Income Team, due to the financial pressures being experienced by tenants, due to the removal of the £20 uplift in Universal Credit, utility bill rises, inflation, furlough and the impact of the pandemic. The typical year on year trend is that performance in this area declines at this stage of the financial year. Despite this, rent collection rates are slightly higher at end November 2021, compared to same period last year.
- Digital transformation – Further successful channel shift has been achieved because of the digital developments being undertaken in-house, which have to date focussed mainly on waste and environment transactional processes. From April to October 2021, compared to the same period in the previous year, since the introduction of in-house developed online forms, there has been a significant 17% reduction in telephone demands for waste and environment services. This relates to nearly 4,800 less calls over the period of April to October 2021 compared to the same period last year.

There have been a corresponding 3,712 online forms completed over the same period, 3,000 of which were through use of our in-house built forms. The use of these online forms/ features equates to 68% of the reduction in telephone demands in the waste and environment service over the same April to October 2021 period, which is a significant indication of the impact of our digital developments on shifting customer demand to less costly channels.

We are now seeing initial signs of successful channel shift because of the digital developments being undertaken in-house

The new Customer Portal will be launched in the New Year, supported by a comprehensive publicity campaign, to facilitate further channel shift, and raise awareness of our modern, digital online features which will improve accessibility for customers.

Area for improvement:-

- The number of households prevented from becoming homeless has reduced compared to Q2 last year. Prevention numbers across the board from the Housing Options, Complex Case and Tenancy Sustainment Teams remain lower than pre pandemic levels which continues to have an impact. Tenancy Sustainment for example are receiving fewer referrals, in part due to fewer properties being let. Housing Options continue to be approached by customers at the point of homelessness and in crisis rather than at a point where preventative methods can be considered. A new officer is in post who will be looking at how we can engage earlier in the process. There are also significant issues with regard to 'move on' options. There is high demand on the Council's social housing and privately rented accommodation is becoming increasingly harder to access. Despite all the current challenges prevention figures remain high reflecting the hard work of all concerned and the target, set at a pre pandemic time, has only narrowly been missed.
- A number of additional housing permissions have been granted through the year via different routes but insufficient to significantly improve 5-year housing land supply.
- Sickness absence levels out-turn for April to September 2021 were slightly above target and an increase on 20/21- due to a combination of an increase in short term absence through increased transmission rates of non-covid ailments as social mixing in workplace and lifestyle has increased; partial reduction in immunity to common ailments and an increase in long term absence due to combination of deferred operations now being undertaken, long Covid absence, mental health and anxiety.
- There has been a decrease in the proportion of the workforce who are Young People as a direct impact of the pandemic through the reduction and suspension particularly of apprenticeship schemes due to closure of colleges, training providers and closure of facilities to assess students. It is expected that numbers will again start to increase as availability of apprenticeships, traineeships, graduate schemes are reinvigorated.

Implications

Corporate Plan:

The report relates to the delivery of the Corporate Plan Priorities. The Corporate Plan sets out the Council's proposed priorities for the period 2019 to 2023 and intended deliverables which will be monitored and managed through the Corporate Performance Framework.

It covers performance for the period April to September 2021 and where available includes more up to date performance/achievements. The Corporate Scorecard has been reviewed and refreshed to align with the refresh of the Corporate Plan and associated Corporate Priorities as a means of identifying their successful delivery.

Legal: [RD 10/01/2022]

The Council's new Corporate Priorities and strategic plans have been developed in consideration of current and forthcoming legislative requirements.

Finance: [PH 06/01/22].

Budget Area	Implication
General Fund – Revenue Budget	The Corporate Plan has been developed in alignment with the Medium-Term Financial Strategy and the financial sustainability of the organisation. The 'Innovate and Improve' Priority proposes key programmes and projects which will be focussed on identifying and delivering efficiencies and more effective working practices to support financial sustainability, whilst concurrently delivering improved customer focussed services.
General Fund – Capital Programme	
Housing Revenue Account – Revenue Budget	
Housing Revenue Account – Capital Programme	Financial performance is included within a detailed Corporate Scorecard reported to CLT and Scrutiny. Financial PI's form a key element of the balanced scorecard approach, reviewed to reflect future priorities in alignment with the Corporate Plan 2019-2023.

Risk:

Risk	Mitigation
Absence of a Corporate Plan would result in a lack of prioritisation and focus on delivering what matters	Agreed Corporate Plan every four years which is delivered via the organisation's project management framework.
Poor performance would potentially result in inability to deliver the Corporate Priorities as specified in the Corporate Plan	Regular monitoring of performance and robust performance management through the authority's performance management framework.

Human Resources:

The 'Innovate and Improve' Priority proposes key programmes and projects which will be focussed on delivering the People Strategy and developing employees.

High levels of performance can have a positive impact upon employee engagement and retention which in turn can enhance performance further.

Environmental/Sustainability:

The 'Cleaner and Greener' Priority proposes key programmes and projects which will be focussed on delivering environmental improvement.

Equalities:

There are no direct implications on equality and diversity as a consequence of the proposals and recommendations outlined in this report.

Other Implications:

Not applicable

Reason(s) for Urgency

Not applicable

Reason(s) for Exemption

Not applicable

Background Papers

Not applicable

Report Author and Contact Officer

Jo Froggatt, Assistant Director –Corporate Services and Transformation

01623 457328

j.froggatt@ashfield-dc.gov.uk

Sponsoring Service Director

Craig Bonar – Director, Resources and Business Transformation

Craig.bonar@ashfield.gov.uk

Corporate Scorecard

This report highlights the quarterly performance position of the council. The performance indicators in this report were chosen to reflect the progress made against the objectives set out in the corporate plan for 2019-2023. Data in the report is validated by the council's corporate performance team.

Report Author: James Woodham

Generated on: 21 December 2021



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PI Status		Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse
	Unknown		
	Data Only		

Community and Customer (ADC) Service Standards

Performance Indicator		Data Type	Officer(s) Responsible																										
Average Call waiting time		Duration	Cathy Sands																										
		<div>(ADC)CORP/SERV/3 Average Call waiting time</div> <table><caption>Quarterly Average Call Waiting Time Data</caption><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q3 2018/19</td><td>0h 01m 11s</td></tr><tr><td>Q4 2018/19</td><td>0h 01m 06s</td></tr><tr><td>Q1 2019/20</td><td>0h 01m 17s</td></tr><tr><td>Q2 2019/20</td><td>0h 00m 49s</td></tr><tr><td>Q3 2019/20</td><td>0h 00m 43s</td></tr><tr><td>Q4 2019/20</td><td>0h 00m 39s</td></tr><tr><td>Q1 2020/21</td><td>0h 00m 49s</td></tr><tr><td>Q2 2020/21</td><td>0h 00m 37s</td></tr><tr><td>Q3 2020/21</td><td>0h 00m 34s</td></tr><tr><td>Q4 2020/21</td><td>0h 00m 34s</td></tr><tr><td>Q1 2021/22</td><td>0h 00m 44s</td></tr><tr><td>Q2 2021/22</td><td>0h 00m 45s</td></tr></tbody></table> <div>■ Quarters — Target (Quarters)</div>		Quarter	Value	Q3 2018/19	0h 01m 11s	Q4 2018/19	0h 01m 06s	Q1 2019/20	0h 01m 17s	Q2 2019/20	0h 00m 49s	Q3 2019/20	0h 00m 43s	Q4 2019/20	0h 00m 39s	Q1 2020/21	0h 00m 49s	Q2 2020/21	0h 00m 37s	Q3 2020/21	0h 00m 34s	Q4 2020/21	0h 00m 34s	Q1 2021/22	0h 00m 44s	Q2 2021/22	0h 00m 45s
		Quarter	Value																										
		Q3 2018/19	0h 01m 11s																										
		Q4 2018/19	0h 01m 06s																										
		Q1 2019/20	0h 01m 17s																										
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Q4 2020/21	0h 00m 34s																												
Q1 2021/22	0h 00m 44s																												
Q2 2021/22	0h 00m 45s																												
Current Value	Current Target	Current Value vs Target	RAG Status																										
0h 00m 45s	0h 01m 06s	-0h 00m 21s	<div>✔</div>																										
Previous Year Value	Previous Year Target	Trend																											
0h 00m 37s	0h 01m 06s	<div>↓</div>																											
Latest Note, date and author																													

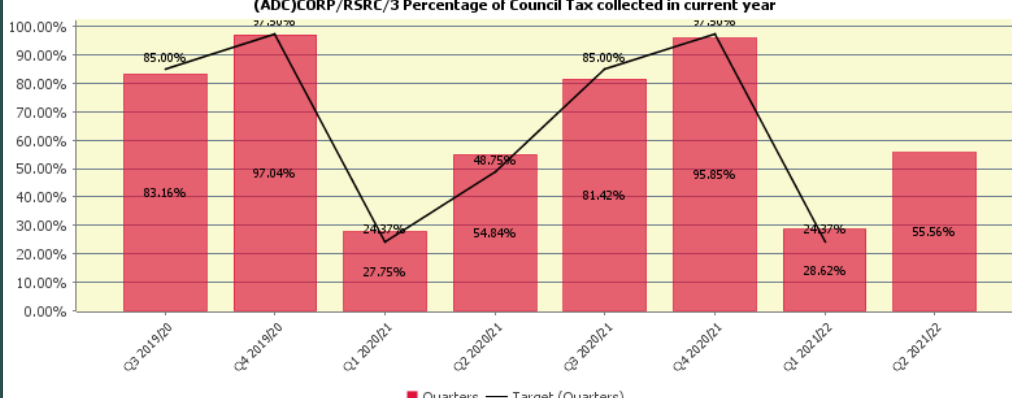


Funding the Future
(ADC) Better Use of Assets

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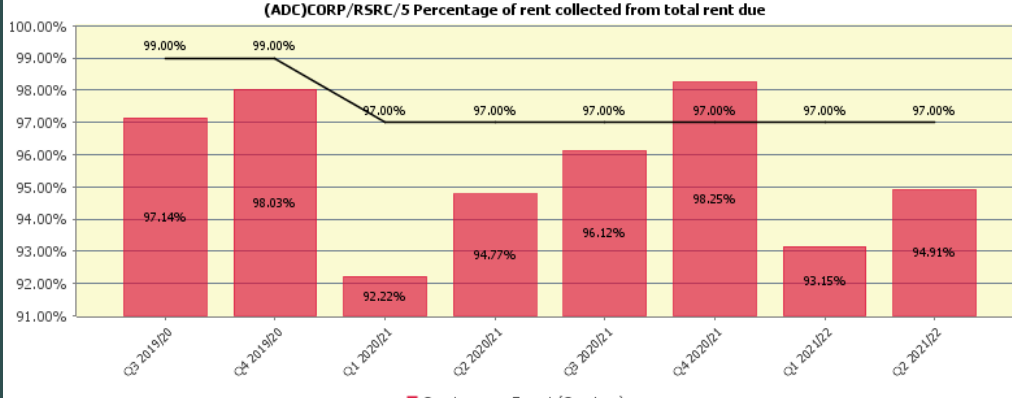


Performance Indicator		Data Type	Officer(s) Responsible																					
Occupancy of ADC commercial property portfolio (excluding Ashfield Business Centre)		Number	Matthew Kirk																					
		<div><div>(ADC)CORP/BUOA/1 Occupancy of ADC commercial property portfolio (excluding Ashfield Business Centre)</div><table><caption>Occupancy Data (Actual vs Target)</caption><thead><tr><th>Quarter</th><th>Actual Occupancy (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q4 2018/20</td><td>90.00%</td><td>90.00%</td></tr><tr><td>Q1 2020/21</td><td>90.50%</td><td>90.00%</td></tr><tr><td>Q2 2020/21</td><td>93.00%</td><td>90.00%</td></tr><tr><td>Q3 2020/21</td><td>91.00%</td><td>90.00%</td></tr><tr><td>Q2 2021/22</td><td>93.00%</td><td>90.00%</td></tr><tr><td>Q3 2021/22</td><td>93.00%</td><td>90.00%</td></tr></tbody></table></div>		Quarter	Actual Occupancy (%)	Target (%)	Q4 2018/20	90.00%	90.00%	Q1 2020/21	90.50%	90.00%	Q2 2020/21	93.00%	90.00%	Q3 2020/21	91.00%	90.00%	Q2 2021/22	93.00%	90.00%	Q3 2021/22	93.00%	90.00%
Quarter	Actual Occupancy (%)	Target (%)																						
Q4 2018/20	90.00%	90.00%																						
Q1 2020/21	90.50%	90.00%																						
Q2 2020/21	93.00%	90.00%																						
Q3 2020/21	91.00%	90.00%																						
Q2 2021/22	93.00%	90.00%																						
Q3 2021/22	93.00%	90.00%																						
Current Value	Current Target	Current Value vs Target	RAG Status																					
93%	90%	+3%																						
Previous Year Value	Previous Year Target	Trend	Long Term Trend																					
93%	90.0%																							
Latest Note, date and author																								

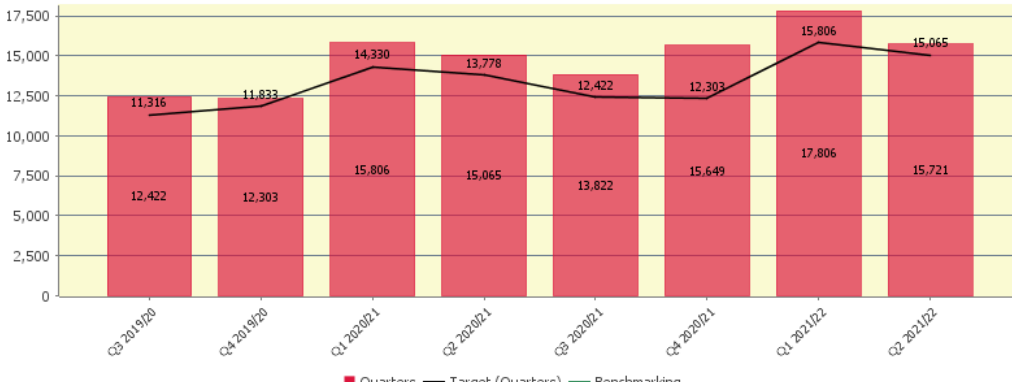
Funding the Future
(ADC) Resources

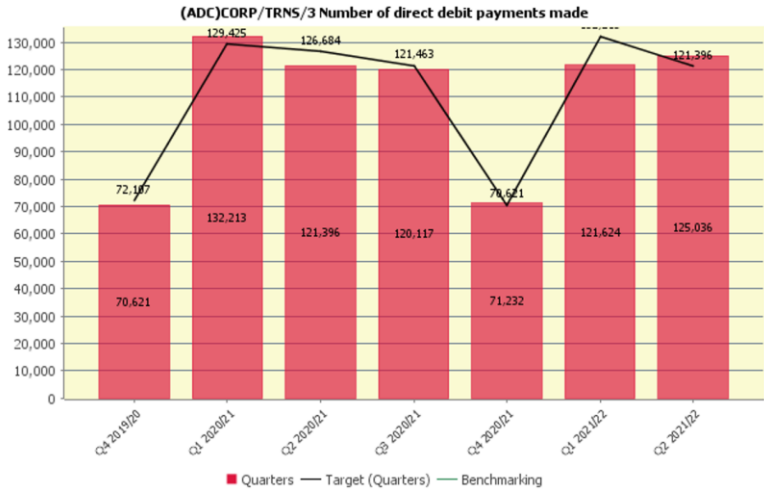
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Performance Indicator		Data Type	Officer(s) Responsible																											
Percentage of Council Tax collected in current year		Percentage	Diane Mitchell																											
<p>This performance indicator shows the percentage of of total tax collected as a percentage of what is expected to be collected over the year, thus this performance indicator will rise throughout the fiscal year.</p>		<p>(ADC)CORP/RSRC/3 Percentage of Council Tax collected in current year</p>  <table><caption>Quarterly Percentage of Council Tax Collected</caption><thead><tr><th>Quarter</th><th>Actual Value</th><th>Target</th></tr></thead><tbody><tr><td>Q3 2019/20</td><td>83.16%</td><td>85.00%</td></tr><tr><td>Q4 2019/20</td><td>97.04%</td><td>85.00%</td></tr><tr><td>Q1 2020/21</td><td>27.75%</td><td>85.00%</td></tr><tr><td>Q2 2020/21</td><td>54.84%</td><td>85.00%</td></tr><tr><td>Q3 2020/21</td><td>81.42%</td><td>85.00%</td></tr><tr><td>Q4 2020/21</td><td>95.85%</td><td>85.00%</td></tr><tr><td>Q1 2021/22</td><td>28.62%</td><td>85.00%</td></tr><tr><td>Q2 2021/22</td><td>55.56%</td><td>85.00%</td></tr></tbody></table>		Quarter	Actual Value	Target	Q3 2019/20	83.16%	85.00%	Q4 2019/20	97.04%	85.00%	Q1 2020/21	27.75%	85.00%	Q2 2020/21	54.84%	85.00%	Q3 2020/21	81.42%	85.00%	Q4 2020/21	95.85%	85.00%	Q1 2021/22	28.62%	85.00%	Q2 2021/22	55.56%	85.00%
		Quarter	Actual Value	Target																										
		Q3 2019/20	83.16%	85.00%																										
		Q4 2019/20	97.04%	85.00%																										
		Q1 2020/21	27.75%	85.00%																										
Q2 2020/21	54.84%	85.00%																												
Q3 2020/21	81.42%	85.00%																												
Q4 2020/21	95.85%	85.00%																												
Q1 2021/22	28.62%	85.00%																												
Q2 2021/22	55.56%	85.00%																												
Current Value	Current Target	Current Value vs Target	RAG Status																											
55.56%	48.75%	+6.81%																												
Previous Year Value	Previous Year Target	Trend																												
54.84%	48.75%																													
Latest Note, date and author																														

Performance Indicator		Data Type	Officer(s) Responsible																											
Percentage of NNDR collected in current year		Percentage	Diane Mitchell																											
<p>This performance indicator shows the percentage of non domestic rates collected as a percentage of what is expected to be collected over the year, thus this performance indicator will rise throughout the fiscal year.</p>		<p>(ADC)CORP/RSRC/4 Percentage of NNDR collected in current year</p> <table><caption>Percentage of NNDR collected in current year by Quarter</caption><thead><tr><th>Quarter</th><th>Quarters (%)</th><th>Target (Quarters) (%)</th></tr></thead><tbody><tr><td>Q3 2019/20</td><td>79.65%</td><td>87.00%</td></tr><tr><td>Q4 2019/20</td><td>97.95%</td><td>90.00%</td></tr><tr><td>Q1 2020/21</td><td>23.07%</td><td>31.00%</td></tr><tr><td>Q2 2020/21</td><td>46.41%</td><td>48.75%</td></tr><tr><td>Q3 2020/21</td><td>74.80%</td><td>87.00%</td></tr><tr><td>Q4 2020/21</td><td>95.40%</td><td>90.00%</td></tr><tr><td>Q1 2021/22</td><td>26.13%</td><td>31.00%</td></tr><tr><td>Q2 2021/22</td><td>49.06%</td><td>49.06%</td></tr></tbody></table>		Quarter	Quarters (%)	Target (Quarters) (%)	Q3 2019/20	79.65%	87.00%	Q4 2019/20	97.95%	90.00%	Q1 2020/21	23.07%	31.00%	Q2 2020/21	46.41%	48.75%	Q3 2020/21	74.80%	87.00%	Q4 2020/21	95.40%	90.00%	Q1 2021/22	26.13%	31.00%	Q2 2021/22	49.06%	49.06%
		Quarter	Quarters (%)	Target (Quarters) (%)																										
		Q3 2019/20	79.65%	87.00%																										
		Q4 2019/20	97.95%	90.00%																										
		Q1 2020/21	23.07%	31.00%																										
Q2 2020/21	46.41%	48.75%																												
Q3 2020/21	74.80%	87.00%																												
Q4 2020/21	95.40%	90.00%																												
Q1 2021/22	26.13%	31.00%																												
Q2 2021/22	49.06%	49.06%																												
Current Value	Current Target	Current Value vs Target	RAG Status																											
49.06%	48.75%	+0.31%																												
Previous Year Value	Previous Year Target	Trend																												
46.41%	48.75%																													
Latest Note, date and author																														

Performance Indicator		Data Type	Officer(s) Responsible																											
Percentage of rent collected from total rent due		Percentage	Beverly Abbott; Peter Curry																											
<p>This is a Housemark indicator – definition – Rent arrears of current tenants as a proportion of the authority’s rental income. Arrears as a proportion of rent roll is calculated from the total amount of tenants HRA rent outstanding at the end of the financial year and the total HRA rent roll. Rent roll is the total amount of potential rent collectable for the financial year for all dwellings owned by the authority, whether occupied or not. The total amount of rent arrears is the amount of arrears of both former and current tenants at the end of the financial year.</p>		<p>(ADC)CORP/RSRC/5 Percentage of rent collected from total rent due</p>  <table><thead><tr><th>Quarter</th><th>Current Value (%)</th><th>Current Target (%)</th></tr></thead><tbody><tr><td>Q3 2019/20</td><td>97.14%</td><td>99.00%</td></tr><tr><td>Q4 2019/20</td><td>98.03%</td><td>99.00%</td></tr><tr><td>Q1 2020/21</td><td>92.22%</td><td>97.00%</td></tr><tr><td>Q2 2020/21</td><td>94.77%</td><td>97.00%</td></tr><tr><td>Q3 2020/21</td><td>96.12%</td><td>97.00%</td></tr><tr><td>Q4 2020/21</td><td>98.25%</td><td>97.00%</td></tr><tr><td>Q1 2021/22</td><td>93.15%</td><td>97.00%</td></tr><tr><td>Q2 2021/22</td><td>94.91%</td><td>97.00%</td></tr></tbody></table>		Quarter	Current Value (%)	Current Target (%)	Q3 2019/20	97.14%	99.00%	Q4 2019/20	98.03%	99.00%	Q1 2020/21	92.22%	97.00%	Q2 2020/21	94.77%	97.00%	Q3 2020/21	96.12%	97.00%	Q4 2020/21	98.25%	97.00%	Q1 2021/22	93.15%	97.00%	Q2 2021/22	94.91%	97.00%
		Quarter	Current Value (%)	Current Target (%)																										
		Q3 2019/20	97.14%	99.00%																										
		Q4 2019/20	98.03%	99.00%																										
		Q1 2020/21	92.22%	97.00%																										
Q2 2020/21	94.77%	97.00%																												
Q3 2020/21	96.12%	97.00%																												
Q4 2020/21	98.25%	97.00%																												
Q1 2021/22	93.15%	97.00%																												
Q2 2021/22	94.91%	97.00%																												
Current Value	Current Target	Current Value vs Target	RAG Status																											
94.91%	97.00%	-2.09%																												
Previous Year Value	Previous Year Target	Trend																												
94.77%	97.00%																													
Latest Note, date and author																														
05-Oct-2021		Peter Curry																												
<p>The climate for the collection of rent continues to be challenging for the Income Team, due to the financial pressures being experienced by tenants, due to Universal Credit, the general financial climate and the impact of the pandemic. The ending of the Furlough scheme and the Universal Credit uplift is likely to have a further negative impact in this area. The typical trend is that performance in this area declines at this stage of the financial year.</p>																														

Performance Indicator		Data Type	Officer(s) Responsible																																				
Number of online payments made		Number	Cathy Sands; Rosie Taylor-Caddy																																				
Target is the value of the same quarter in the previous year.		<p>(ADC)CORP/TRNS/2 Number of online payments made</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> <th>Benchmarking</th> </tr> </thead> <tbody> <tr> <td>Q3 2019/20</td> <td>11,316</td> <td>12,422</td> <td></td> </tr> <tr> <td>Q4 2019/20</td> <td>11,833</td> <td>12,303</td> <td></td> </tr> <tr> <td>Q1 2020/21</td> <td>14,330</td> <td>15,806</td> <td></td> </tr> <tr> <td>Q2 2020/21</td> <td>13,778</td> <td>15,065</td> <td></td> </tr> <tr> <td>Q3 2020/21</td> <td>12,422</td> <td>13,822</td> <td></td> </tr> <tr> <td>Q4 2020/21</td> <td>12,303</td> <td>15,649</td> <td></td> </tr> <tr> <td>Q1 2021/22</td> <td>15,806</td> <td>17,806</td> <td></td> </tr> <tr> <td>Q2 2021/22</td> <td>15,065</td> <td>15,721</td> <td></td> </tr> </tbody> </table>		Quarter	Quarters (Actual)	Target (Quarters)	Benchmarking	Q3 2019/20	11,316	12,422		Q4 2019/20	11,833	12,303		Q1 2020/21	14,330	15,806		Q2 2020/21	13,778	15,065		Q3 2020/21	12,422	13,822		Q4 2020/21	12,303	15,649		Q1 2021/22	15,806	17,806		Q2 2021/22	15,065	15,721	
Quarter	Quarters (Actual)	Target (Quarters)	Benchmarking																																				
Q3 2019/20	11,316	12,422																																					
Q4 2019/20	11,833	12,303																																					
Q1 2020/21	14,330	15,806																																					
Q2 2020/21	13,778	15,065																																					
Q3 2020/21	12,422	13,822																																					
Q4 2020/21	12,303	15,649																																					
Q1 2021/22	15,806	17,806																																					
Q2 2021/22	15,065	15,721																																					
Current Value	Current Target	Current Value vs Target	RAG Status																																				
33,527	30,871	2,656	✓																																				
Previous Year Value	Previous Year Target	Trend																																					
30,871	28,108	↑																																					
Latest Note, date and author																																							
16-Nov-2021		Cathy Sands																																					

Performance Indicator		Data Type	Officer(s) Responsible
Number of direct debit payments made		Number	Cathy Sands
Target is the value of the same quarter in the previous year.			
Current Value	Current Target	Current Value vs Target	RAG Status
246,660	253,609	-2.7%	⚠
Previous Year Value	Previous Year Target	Trend	
253,609	256,109	⬇	
Latest Note, date and author			

Organisational Effectiveness
(ADC) Delivery

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Performance Indicator		Data Type	Officer(s) Responsible																		
Delivery of Corporate plan % of actions implemented or on track		Percentage	Jo Froggatt																		
		<div><div>(ADC)CORP/DLV/01 Delivery of Corporate plan % of actions implemented or on track</div><div><table><caption>Delivery of Corporate plan % of actions implemented or on track</caption><thead><tr><th>Quarter</th><th>Value (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q4 2019/20</td><td>96.69%</td><td>90%</td></tr><tr><td>Q2 2020/21</td><td>99.19%</td><td>90%</td></tr><tr><td>Q3 2020/21</td><td>99%</td><td>90%</td></tr><tr><td>Q4 2020/21</td><td>95.76%</td><td>90%</td></tr><tr><td>Q2 2021/22</td><td>96%</td><td>90%</td></tr></tbody></table></div></div>		Quarter	Value (%)	Target (%)	Q4 2019/20	96.69%	90%	Q2 2020/21	99.19%	90%	Q3 2020/21	99%	90%	Q4 2020/21	95.76%	90%	Q2 2021/22	96%	90%
Quarter	Value (%)	Target (%)																			
Q4 2019/20	96.69%	90%																			
Q2 2020/21	99.19%	90%																			
Q3 2020/21	99%	90%																			
Q4 2020/21	95.76%	90%																			
Q2 2021/22	96%	90%																			
Current Value	Current Target	Current Value vs Target	RAG Status																		
96%	90%	+6%	<div>✓</div>																		
Previous Year Value	Previous Year Target	Trend																			
99.19%	90%	<div>↓</div>																			
Latest Note, date and author																					

Organisational Effectiveness
(ADC) Delivery - Cleaner Greener Priority

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Performance Indicator		Data Type	Officer(s) Responsible																								
Percentage of household waste recycled and composted		Percentage	Paul Rowbotham																								
<p>Formerly NI192 - the indicator measures percentage of household waste arisings which have been sent by the Authority for reuse, recycling, composting or anaerobic digestion. This is a key measure of local authorities' progress in moving management of household waste up the hierarchy, consistent with the Government's national strategy for waste management. The Government expects local authorities to maximise the percentage of waste reused, recycled and composted.</p>		<p>(ADC)CORP/DLV/12 Percentage of household waste recycled and composted</p> <table><caption>Percentage of household waste recycled and composted</caption><thead><tr><th>Quarter</th><th>Actual Value</th><th>Target (Quarters)</th></tr></thead><tbody><tr><td>Q4 2019/20</td><td>40.46%</td><td>41.00%</td></tr><tr><td>Q1 2020/21</td><td>40.94%</td><td>41.00%</td></tr><tr><td>Q2 2020/21</td><td>40.32%</td><td>41.00%</td></tr><tr><td>Q3 2020/21</td><td>37.87%</td><td>41.00%</td></tr><tr><td>Q4 2020/21</td><td>36.55%</td><td>41.00%</td></tr><tr><td>Q1 2021/22</td><td>41.00%</td><td>41.00%</td></tr><tr><td>Q2 2021/22</td><td>43.90%</td><td>41.00%</td></tr></tbody></table>		Quarter	Actual Value	Target (Quarters)	Q4 2019/20	40.46%	41.00%	Q1 2020/21	40.94%	41.00%	Q2 2020/21	40.32%	41.00%	Q3 2020/21	37.87%	41.00%	Q4 2020/21	36.55%	41.00%	Q1 2021/22	41.00%	41.00%	Q2 2021/22	43.90%	41.00%
		Quarter	Actual Value	Target (Quarters)																							
		Q4 2019/20	40.46%	41.00%																							
		Q1 2020/21	40.94%	41.00%																							
		Q2 2020/21	40.32%	41.00%																							
Q3 2020/21	37.87%	41.00%																									
Q4 2020/21	36.55%	41.00%																									
Q1 2021/22	41.00%	41.00%																									
Q2 2021/22	43.90%	41.00%																									
Current Value	Current Target	Current Value vs Target	RAG Status																								
43.9%	41.0%	+2.9%																									
Previous Year Value	Previous Year Target	Trend																									
40.32%	41.0%																										
Latest Note, date and author																											
Alistair Blunkett		9th Jan 2022																									
<p>The impact of COVID continued to have an impact on the amount of non-recyclable waste being collected from households. However Q2 saw a significant reduction in the amount of non-recyclable waste collected compared to Q1 resulting in an increase in the amount of household waste being recycled. The impact of COVID, specifically people spending more time at home, will continue to impact recycling rates for sometime. However the Council was recently successful in being awarded £1400 from Nottinghamshire recycles to help support a new communications campaign to help residents recycle more.</p>																											

Organisational Effectiveness
(ADC) Delivery - Health & Happiness Priority

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Performance Indicator		Data Type	Officer(s) Responsible																		
Number of user attendances at ADC leisure facilities		Number	Andrea Stone																		
Data collected from the following leisure centres, presented cumulatively: Kirkby: Festival Hall Sutton: Lammas Hucknall: Hucknall		<div>(ADC)CORP/DLV/64 Number of user attendances at ADC leisure facilities</div> <table><thead><tr><th>Quarters</th><th>Target (Quarters)</th></tr></thead><tbody><tr><td>Q3 2019/20</td><td>948,750</td></tr><tr><td>Q4 2019/20</td><td>1,200,000</td></tr><tr><td>Q1 2020/21</td><td>0</td></tr><tr><td>Q2 2020/21</td><td>0</td></tr><tr><td>Q3 2020/21</td><td>0</td></tr><tr><td>Q4 2020/21</td><td>0</td></tr><tr><td>Q1 2021/22</td><td>1,000,000</td></tr><tr><td>Q2 2021/22</td><td>306,420</td></tr></tbody></table>		Quarters	Target (Quarters)	Q3 2019/20	948,750	Q4 2019/20	1,200,000	Q1 2020/21	0	Q2 2020/21	0	Q3 2020/21	0	Q4 2020/21	0	Q1 2021/22	1,000,000	Q2 2021/22	306,420
Quarters	Target (Quarters)																				
Q3 2019/20	948,750																				
Q4 2019/20	1,200,000																				
Q1 2020/21	0																				
Q2 2020/21	0																				
Q3 2020/21	0																				
Q4 2020/21	0																				
Q1 2021/22	1,000,000																				
Q2 2021/22	306,420																				
Current Value	Current Target	Current Value vs Target	RAG Status																		
447,597																					
Previous Year Value	Previous Year Target	Short Term Trend																			
55,964		↑																			
Latest Note, date and author																					
19-Oct-2021		Andrea Stone																			
There were 267,898 attendances in our 3 leisure centres in Q2, which is base lined against 2018-19 attendances (306,420). Memberships have reached the same levels as 2018-19, which was the last full year not impacted by the Pandemic. Some activities remain restricted because of Covid safety measures (health hubs only recently reopened and exercise referral was re-introduced), and on-going capital works have meant that some activities haven't been available (e.g. sports hall activity at Hucknall, Ice at Lammas). Attendances at Edgewood LC would also have been included in the 2018-19 figures.																					

Organisational Effectiveness
(ADC) Delivery - Housing Priority

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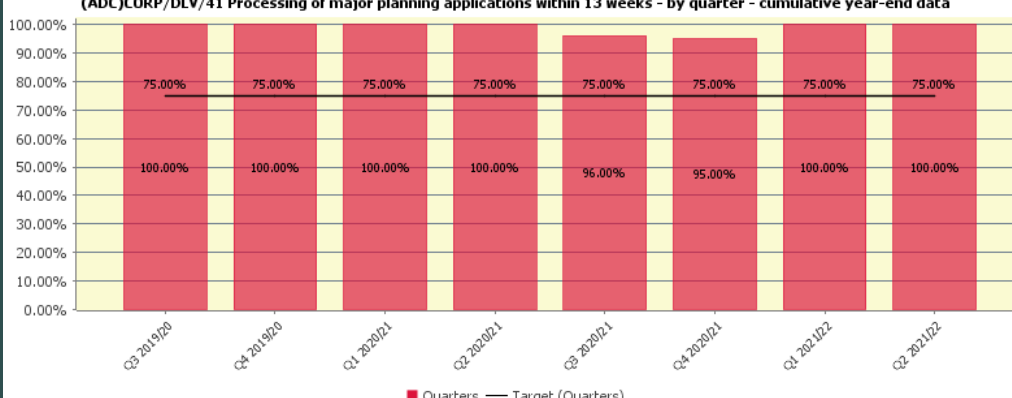


Performance Indicator		Data Type	Officer(s) Responsible																											
Average void re-let time of Council Homes (DAYS)		Number	Caroline Greasley																											
Formerly SPI027, SI174 - "Average time to re-let (days)" and BV212 (AHL-EC5)C1 Housemark Annual 15/16 F01 Pi#12		<p>(ADC)CORP/DLV/18 Average void re-let time of Council Homes (DAYS)</p> <table><thead><tr><th>Quarter</th><th>Actual (Days)</th><th>Target (Days)</th></tr></thead><tbody><tr><td>Q3 2019/20</td><td>17.1</td><td>21.0</td></tr><tr><td>Q4 2019/20</td><td>18.1</td><td>21.0</td></tr><tr><td>Q1 2020/21</td><td>21.0</td><td>21.0</td></tr><tr><td>Q2 2020/21</td><td>32.5</td><td>21.0</td></tr><tr><td>Q3 2020/21</td><td>28.4</td><td>21.0</td></tr><tr><td>Q4 2020/21</td><td>26.9</td><td>21.0</td></tr><tr><td>Q1 2021/22</td><td>30.3</td><td>21.0</td></tr><tr><td>Q2 2021/22</td><td>28.0</td><td>21.0</td></tr></tbody></table> <p>■ Quarters — Target (Quarters) — Benchmarking</p>		Quarter	Actual (Days)	Target (Days)	Q3 2019/20	17.1	21.0	Q4 2019/20	18.1	21.0	Q1 2020/21	21.0	21.0	Q2 2020/21	32.5	21.0	Q3 2020/21	28.4	21.0	Q4 2020/21	26.9	21.0	Q1 2021/22	30.3	21.0	Q2 2021/22	28.0	21.0
Quarter	Actual (Days)	Target (Days)																												
Q3 2019/20	17.1	21.0																												
Q4 2019/20	18.1	21.0																												
Q1 2020/21	21.0	21.0																												
Q2 2020/21	32.5	21.0																												
Q3 2020/21	28.4	21.0																												
Q4 2020/21	26.9	21.0																												
Q1 2021/22	30.3	21.0																												
Q2 2021/22	28.0	21.0																												
Current Value	Current Target	Current Value vs Target	RAG Status																											
28.0 days	21.0 days	7.0	<div></div>																											
Previous Year Value	Previous Year Target	Short Term Trend																												
32.4 days	21.0 days	<div></div>																												
Latest Note, date and author																														
10 Dec 2021		Phil Warrington																												
After a difficult start to the financial year performance is improving quarter on quarter. High level of repairs on void properties alongside a lack of trades operatives has been problematic. Covid concerns and difficult to let sheltered bedsits have hindered the lettings team.																														

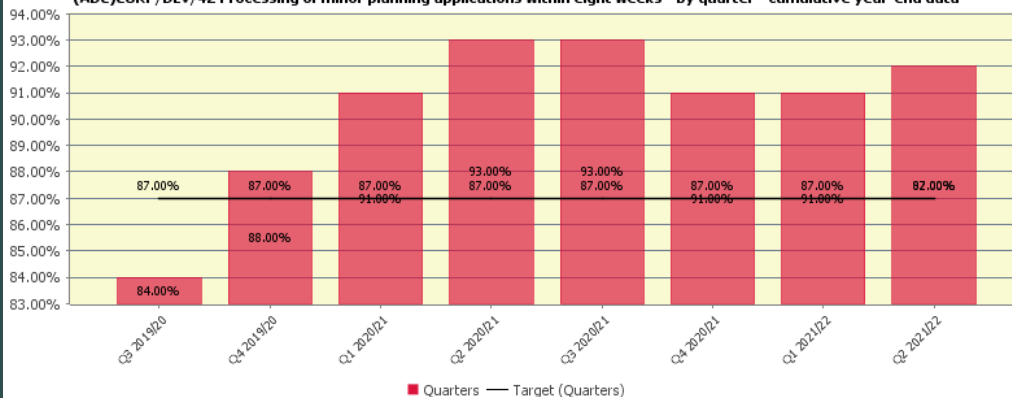


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Performance Indicator		Data Type	Officer(s) Responsible																																				
Number of applicants prevented from becoming homeless		Number	Ian Scholes																																				
		<div><p>(ADC)CORP/DLV/47 Number of applicants prevented from becoming homeless</p><table><caption>Data for (ADC)CORP/DLV/47 Number of applicants prevented from becoming homeless</caption><thead><tr><th>Quarter</th><th>Quarters (Actual)</th><th>Target (Quarters)</th><th>Benchmarking</th></tr></thead><tbody><tr><td>Q3 2019/20</td><td>96</td><td>75</td><td></td></tr><tr><td>Q4 2019/20</td><td>86</td><td>75</td><td></td></tr><tr><td>Q1 2020/21</td><td>76</td><td>75</td><td></td></tr><tr><td>Q2 2020/21</td><td>142</td><td>75</td><td></td></tr><tr><td>Q3 2020/21</td><td>73</td><td>75</td><td></td></tr><tr><td>Q4 2020/21</td><td>103</td><td>75</td><td></td></tr><tr><td>Q1 2021/22</td><td>74</td><td>75</td><td></td></tr><tr><td>Q2 2021/22</td><td>65</td><td>75</td><td></td></tr></tbody></table></div>		Quarter	Quarters (Actual)	Target (Quarters)	Benchmarking	Q3 2019/20	96	75		Q4 2019/20	86	75		Q1 2020/21	76	75		Q2 2020/21	142	75		Q3 2020/21	73	75		Q4 2020/21	103	75		Q1 2021/22	74	75		Q2 2021/22	65	75	
Quarter	Quarters (Actual)	Target (Quarters)	Benchmarking																																				
Q3 2019/20	96	75																																					
Q4 2019/20	86	75																																					
Q1 2020/21	76	75																																					
Q2 2020/21	142	75																																					
Q3 2020/21	73	75																																					
Q4 2020/21	103	75																																					
Q1 2021/22	74	75																																					
Q2 2021/22	65	75																																					
Current Value	Current Target	Current Value vs Target	RAG Status																																				
139	150	-11	<div></div>																																				
Previous Year Value	Previous Year Target	Short Term Trend																																					
218	150	<div></div>																																					
Latest Note, date and author																																							
21-Oct-2021		Ian Scholes																																					
<p>Prevention numbers across the board from the Housing Options, Complex Case and Tenancy Sustainment Teams remain lower than pre pandemic levels which continues to have an impact. Tenancy Sustainment for example are receiving fewer referrals, in part due to fewer properties being let. Housing Options continue to be approached by customers at the point of homelessness and in crisis rather than at a point where preventative methods can be considered. A new officer is in post who will be looking at how we can engage earlier in the process. There are also significant issues with regard to move on options. There is high demand on the council's social housing and privately rented accommodation is becoming increasingly harder to access. Despite all the current challenges prevention figures remain high reflecting the hard work of all concerned and the target, set at a pre pandemic time, has only narrowly been missed.</p>																																							

Performance Indicator		Data Type	Officer(s) Responsible																																				
Number of Council Tenants assisted with welfare and money management advice		Number	Beverly Abbott; Peter Curry																																				
<p>The number of ADC tenants that have been provided with targeted support through either our Tenancy Sustainment Officers or Money Management Advisers.</p>		<p>(ADC)CORP/DLV/54 Number of Council Tenants assisted with welfare and money management advice</p> <table border="1"><thead><tr><th>Quarter</th><th>Quarters</th><th>Target (Quarters)</th><th>Benchmarking</th></tr></thead><tbody><tr><td>Q3 2019/20</td><td>705</td><td>675</td><td>675</td></tr><tr><td>Q4 2019/20</td><td>921</td><td>900</td><td>900</td></tr><tr><td>Q1 2020/21</td><td>105</td><td>225</td><td>225</td></tr><tr><td>Q2 2020/21</td><td>333</td><td>450</td><td>450</td></tr><tr><td>Q3 2020/21</td><td>445</td><td>675</td><td>675</td></tr><tr><td>Q4 2020/21</td><td>574</td><td>900</td><td>900</td></tr><tr><td>Q1 2021/22</td><td>180</td><td>225</td><td>225</td></tr><tr><td>Q2 2021/22</td><td>390</td><td>450</td><td>450</td></tr></tbody></table>		Quarter	Quarters	Target (Quarters)	Benchmarking	Q3 2019/20	705	675	675	Q4 2019/20	921	900	900	Q1 2020/21	105	225	225	Q2 2020/21	333	450	450	Q3 2020/21	445	675	675	Q4 2020/21	574	900	900	Q1 2021/22	180	225	225	Q2 2021/22	390	450	450
		Quarter	Quarters	Target (Quarters)	Benchmarking																																		
		Q3 2019/20	705	675	675																																		
		Q4 2019/20	921	900	900																																		
		Q1 2020/21	105	225	225																																		
Q2 2020/21	333	450	450																																				
Q3 2020/21	445	675	675																																				
Q4 2020/21	574	900	900																																				
Q1 2021/22	180	225	225																																				
Q2 2021/22	390	450	450																																				
Current Value	Current Target	Current Value vs Target	RAG Status																																				
390	450	-60																																					
Previous Year Value	Previous Year Target	Short Term Trend																																					
390	450																																						
Latest Note, date and author																																							
17-Nov-2021		Peter Curry																																					
Council tenants assisted with welfare and money management advice at the end Q2 are:																																							
Tenancy Sustainment Officers - 98																																							
Money Management Advisors - 292																																							
We are undertaking a review of waiting list versus referrals for the tenancy sustainment service. We have recently reviewed the pre-tenancy referral process, so expect to see an increase in referrals to the Money Management Advisor service, in the near future.																																							

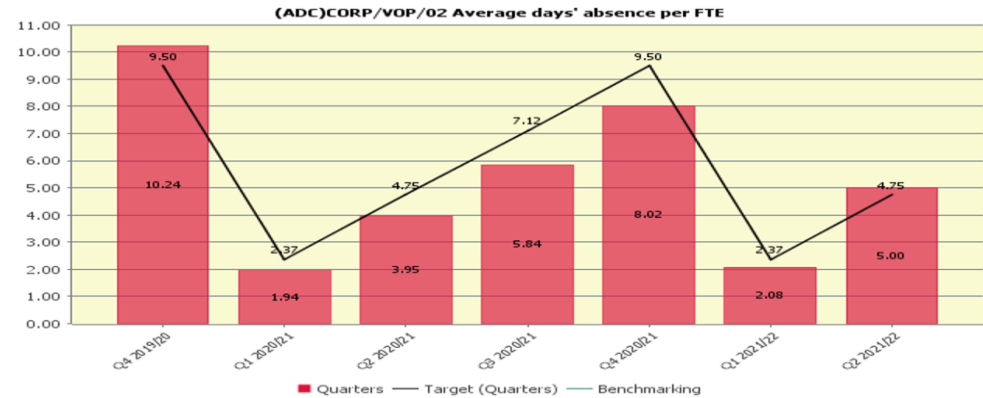
Organisational Effectiveness
(ADC) Delivery - Regeneration & Place Priority

Performance Indicator		Data Type	Officer(s) Responsible																											
Processing of major planning applications within 13 weeks - by quarter - cumulative year-end data		Percentage	Melanie Berry; Jo Jones																											
<p>Formerly NI157a - To ensure local planning authorities determine planning applications in a timely manner.</p> <p>This indicator measures the percentage of planning applications dealt with in a timely manner. Averaging out performance across very different types of application would render any target as meaningless. Therefore we have broken them down into four broad categories: Major, minor, other, and a measure for all county matter applications. The fourth category only applies to county councils and those authorities who determine predominantly county level minerals and waste applications.</p>		<p>(ADC)CORP/DLV/41 Processing of major planning applications within 13 weeks - by quarter - cumulative year-end data</p>  <table><caption>Performance Data from Chart</caption><thead><tr><th>Quarter</th><th>Current Value (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q3 2019/20</td><td>100.00%</td><td>75.00%</td></tr><tr><td>Q4 2019/20</td><td>100.00%</td><td>75.00%</td></tr><tr><td>Q1 2020/21</td><td>100.00%</td><td>75.00%</td></tr><tr><td>Q2 2020/21</td><td>100.00%</td><td>75.00%</td></tr><tr><td>Q3 2020/21</td><td>96.00%</td><td>75.00%</td></tr><tr><td>Q4 2020/21</td><td>95.00%</td><td>75.00%</td></tr><tr><td>Q1 2021/22</td><td>100.00%</td><td>75.00%</td></tr><tr><td>Q2 2021/22</td><td>100.00%</td><td>75.00%</td></tr></tbody></table>		Quarter	Current Value (%)	Target (%)	Q3 2019/20	100.00%	75.00%	Q4 2019/20	100.00%	75.00%	Q1 2020/21	100.00%	75.00%	Q2 2020/21	100.00%	75.00%	Q3 2020/21	96.00%	75.00%	Q4 2020/21	95.00%	75.00%	Q1 2021/22	100.00%	75.00%	Q2 2021/22	100.00%	75.00%
Quarter	Current Value (%)	Target (%)																												
Q3 2019/20	100.00%	75.00%																												
Q4 2019/20	100.00%	75.00%																												
Q1 2020/21	100.00%	75.00%																												
Q2 2020/21	100.00%	75.00%																												
Q3 2020/21	96.00%	75.00%																												
Q4 2020/21	95.00%	75.00%																												
Q1 2021/22	100.00%	75.00%																												
Q2 2021/22	100.00%	75.00%																												
Current Value	Current Target	Current Value vs Target	RAG Status																											
100.00%	75.00%	25.00%																												
Previous Year Value	Previous Year Target	Short Term Trend																												
100.00%	75.00%																													
Latest Note, date and author																														

Performance Indicator		Data Type	Officer(s) Responsible																											
Processing of minor planning applications within eight weeks - by quarter - cumulative year-end data		Percentage	Melanie Berry; Jo Jones																											
<p>Formerly NI157b - To ensure local planning authorities determine planning applications in a timely manner.</p> <p>This indicator measures the percentage of planning applications dealt with in a timely manner. Averaging out performance across very different types of application would render any target as meaningless. Therefore we have broken them down into four broad categories: major, minor, other, and a measure for all county matter applications. The fourth category only applies to county councils and those authorities who determine predominantly county level minerals and waste applications.</p>		<p>(ADC)CORP/DLV/42 Processing of minor planning applications within eight weeks - by quarter - cumulative year-end data</p>  <table><caption>Quarterly Performance Data</caption><thead><tr><th>Quarter</th><th>Current Value (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q3 2019/20</td><td>84.00%</td><td>87.00%</td></tr><tr><td>Q4 2019/20</td><td>88.00%</td><td>87.00%</td></tr><tr><td>Q1 2020/21</td><td>91.00%</td><td>87.00%</td></tr><tr><td>Q2 2020/21</td><td>93.00%</td><td>87.00%</td></tr><tr><td>Q3 2020/21</td><td>93.00%</td><td>87.00%</td></tr><tr><td>Q4 2020/21</td><td>91.00%</td><td>87.00%</td></tr><tr><td>Q1 2021/22</td><td>91.00%</td><td>87.00%</td></tr><tr><td>Q2 2021/22</td><td>92.00%</td><td>87.00%</td></tr></tbody></table>		Quarter	Current Value (%)	Target (%)	Q3 2019/20	84.00%	87.00%	Q4 2019/20	88.00%	87.00%	Q1 2020/21	91.00%	87.00%	Q2 2020/21	93.00%	87.00%	Q3 2020/21	93.00%	87.00%	Q4 2020/21	91.00%	87.00%	Q1 2021/22	91.00%	87.00%	Q2 2021/22	92.00%	87.00%
Quarter	Current Value (%)	Target (%)																												
Q3 2019/20	84.00%	87.00%																												
Q4 2019/20	88.00%	87.00%																												
Q1 2020/21	91.00%	87.00%																												
Q2 2020/21	93.00%	87.00%																												
Q3 2020/21	93.00%	87.00%																												
Q4 2020/21	91.00%	87.00%																												
Q1 2021/22	91.00%	87.00%																												
Q2 2021/22	92.00%	87.00%																												
Current Value	Current Target	Current Value vs Target	RAG Status																											
92.00%	87.00%	5.00%																												
Previous Year Value	Previous Year Target	Short Term Trend																												
93.00%	87.00%																													
Latest Note, date and author																														

Our People (ADC) Valuing Our People

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Performance Indicator		Data Type	Officer(s) Responsible
Average days' absence per FTE		Number	Kate Hill; Nikki Morris
Formerly CI004, then SPI071 then KPI039b - "Levels of sickness - number of days sick per FTE"		<div><div>(ADC)CORP/VOP/02 Average days' absence per FTE</div></div>	
Current Value	Current Target	Current Value vs Target	RAG Status
5.00	4.75	+0.25	<div></div>
Previous Year Value	Previous Year Target	Short Term Trend	
3.95	4.75	<div></div>	
Latest Note, date and author			
		Jo Froggatt	
Less than a quarter of absence relates to short-term absences			

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